

**Change History Log:**

November 2nd, 2000
Department Of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

In Response Reply to: 01EDU0076S

Subject: Contract # ED-99-DO-0002
Task Order # 34 SFA Intranet Applications Operations (BPM)
Deliverable 34.1.1: Service Delivery Solution

Dear Ms. Seifert:

Enclosed is the Service Delivery Solution that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

<i>Deliverable 34.1.1: Service Delivery Solution</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
Replace all references to Applications Operations with Applications Management to avoid confusion.	All	Carole Kuriatnikova, Lisa Cain	October 7, 2000	Y	This was done throughout all task order deliverables.
Remove references to a web council since the decision to create a web council has not been finalized.	All	Carole Kuriatnikova	October 7, 2000	Y	
Indicate on Figure 1 where requests over 80 hours would go.	7	Carole Kuriatnikova	October 7, 2000	Y	
There should be an internal review of combined deliverables that are associated/integrated with each other. There are too many inconsistencies across the deliverables.	All	Cheryl Queen	October 26, 2000	Y	An internal QA review of all documents was performed.
It is not clear what the deliverable numbers are for each deliverable.	All	Cheryl Queen	October 26, 2000	Y	All deliverables were titled with the name exactly as it appears on the task order and headers were inserted that reflect the deliverable and title.
Define the term 'user' in these deliverables.	2	Cheryl Queen	October 26, 2000	Y	The term "user" was defined and used consistently throughout all deliverables.

<i>Deliverable 34.1.1: Service Delivery Solution</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
The process for identifying a request over 80 hours is not defined.	6	Cheryl Queen	October 26, 2000	Y	Text was added to clarify process in 34.1.1.
Revision log reflects an update took place to remove all references concerning the Web Council but are still contained in the document.	5,6	Cheryl Queen	October 26, 2000	Y	All references to the Web Council were removed.
Revisit the Tabs, they don't map to deliverables	N/A	Cheryl Queen	October 26, 2000	Y	This was fixed in deliverables 34.1.1 through 34.1.5.
Remove all references to TBD	All	Cheryl Queen	October 26, 2000	Y	All references were removed in deliverables 34.1.1 through 34.1.5.
Make sure that the deliverable name is the same as the cover page of the deliverable.	N/A	Cheryl Queen	October 26, 2000	Y	Cover pages were removed.
Operating Level Agreement is not defined	All	Cheryl Queen	October 26, 2000	Y	References to OLA were replaced with the term "service agreements".
Add "and agreed upon by SFA" to Assumption #5	2	Cheryl Queen	October 26, 2000	Y	Assumptions section was removed per discussions w Helene Epstein & Cheryl Queen.
Delete Assumptions 7 & 8, they are no longer appropriate.	2	Cheryl Queen	October 26, 2000	Y	Assumptions section was removed per discussions w Helene Epstein & Cheryl Queen.
Users include more than just Channels, add Enterprise organizations and update all references.	2	Cheryl Queen	October 26, 2000	Y	
I didn't know that you would add user-id and passwords as a service line? Is this correct?	3	Cheryl Queen	October 26, 2000	Y	Service lines were redefined in this document to remain consistent with the 34.1.3. User access (IDs, roles, etc.) were re-categorized under the Enhancements Service Line since they are hard coded in a *.uid file.
Figure 1 - Does Customer Care determine when requests are over 80 hours? Roles and responsibilities do not reflect this direction.	5,6	Cheryl Queen	October 26, 2000	Y	A paragraph was provided on the process for estimating on page 6. Verified estimation addressed on page 5.
Remove names references throughout the document and use organization unit instead.	All	Cheryl Queen	October 26, 2000	Y	
What is the "Council" in the Governance section?	6	Cheryl Queen	October 26, 2000	Y	This reference was removed.

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Bullet #1 is in conflict with Figure 1. Is the "Board" approving minor or major requests?	6	Cheryl Queen	October 26, 2000	Y	Explanation: the "board" referenced in this section does not exist. Until it does the governing body will be approving minor and major requests either directly or indirectly.